

# QI News You Can Use

Newsletter from the Las Vegas TGA Recipient's Office

By: Jessica Rios



The Ryan White Part A program serves over 4,400 Transitional Grant Area clients that access core medical and support services. Our clients, also known as *participants*, are always at the forefront of every decision we make as we improve outcomes in their HIV Care Continuum journey. I had the opportunity to interview Tiffany Evans, the Program Management Analyst for Clark County Social Service, Office of HIV. Tiffany guides in the selection and implementation of Quality Improvement projects based on trends and needs of the service delivery system. Below are some essential suggestions she shares with subrecipients in the ever-evolving space of healthcare.



## Who should help Ryan White participants set goals and why?

The short and quick answer-**EVERYONE!** We all play a part in and share a common interest in assisting participants in improving their overall quality of life, increasing their self-efficacy and motivation, and helping them achieve more significant health outcomes. Goal setting is a person-centered process where participants are the lead partner. Depending on your role and profession, you may provide a specialized lens for creating specific goals for participants. For example, physicians who specialize in HIV care can help clients set goals related to managing their HIV treatment, including medication adherence and achieving viral suppression. Mental health and substances abuse clinicians can assist in setting goals related to medication adherence, lifestyle changes, and mental health. Case managers can work with clients to set goals related for achieving stability and improving their overall quality of life. Peer navigators offer unique insights into participants' challenges when working on goals. They can help to develop strategies to overcome them.

## What is the purpose of helping participants set small goals?

By setting small, achievable goals, clients can gain control over their lives and feel more empowered to manage their situations. Setting small goals can improve the overall sense of well-being and make it easier to address challenges. By setting achievable goals and celebrating progress along the way, participants can feel empowered to take an active role in managing their condition and achieving their goals. Achieving small goals can positively impact participants' physical and mental health. For example, setting and achieving goals related to medication adherence or healthy lifestyle changes can help improve participants' health outcomes.

## How often are case managers encouraged to review goals with the client/participant?

The frequency with which case managers should go over participants' goals can vary depending on the participant's needs and circumstances. However, it is recommended that case managers review participant's care plans and goals regularly as stated on the Service Standards.

Regularly reviewing participants goals allows case managers to:

**Monitor progress:** Regularly reviewing goals enables case managers to track progress and work with the participant to adjust goals as needed. Doing so can help participants stay on track and progress towards their goals.

**Identify new goals:** As participants achieve their goals, they may identify new areas where they would like to focus their efforts. Regularly reviewing goals allows case managers to identify new goals and work with participants to develop strategies for achieving them.

**Reassess priorities:** Participants' priorities and circumstances may change over time. Regular goal review allows case managers to reassess participants' preferences and adjust goals accordingly.

Regular goal review is an integral part of the case management process. It can help ensure that participants receive the support they need to achieve their goals and improve their overall well-being.

# S.M.A.R.T. Goal Setting

S.M.A.R.T. is a mnemonic acronym, giving criteria to guide in the setting of goals and objectives that are used to achieve better results.

- **Specific:** clearly defined and detailed
- **Measurable:** easy to determine whether it is achieved or not
- **Attainable:** something you can accomplish with hard work as opposed to something you can accomplish through magic
- **Relevant:** aligned with your other goals
- **Time-bound:** linked to a time frame



Click on the link below to access a Principles for Goal Setting Resource



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**LAS VEGAS TGA**  
PART A HIV/AIDS PROGRAM  
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# Glossary of Acronyms & Abbreviations

The purpose of this glossary is to make content-specific words easily accessible to the reader. Click on the picture below to access a list of terms regularly used in HIV/AIDS care.



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Contact Jessica Rios for any newsletter ideas, comments, questions or concerns.



Health Resources & Services Administration



This publication is supported by the Health Resources and Services Administration (HRSA) of the Department of Health and Human Services (HHS) as part of an award totaling \$7,225,692 with 0% financed with non-governmental services. The contents of those of the author(s) and do not necessarily represent the official views of, not an endorsement by HRSA, HHS, or the U.S. Government. For more information please visit [HRSA.gov](http://HRSA.gov).